

Provider: Rehab Hire Pty Ltd	Start Date:	End Date:
Address: 310 Lorimer Street, Port Melbourne Vic 3207	Provider Number: 4050008554	
Email: contact@rehabhire.com.au	Quote Reference:	
Participant Name:	NDIS Number:	Date of Birth:
Address:		
Telephone:	Mobile:	Email:
Representative Name:	Relationship:	
Telephone:	Mobile:	Email:

The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing supports under the participant's National Disability Insurance Scheme (NDIS) plan.

The parties agree that this service agreement is made in the context of the NDIS, which is a scheme that aims to:

- Support the independence and social and economic participation of people with disability, and
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

Schedule of Supports

Rehabhire agrees to provide the participant products and services as per attached quote.

The supports and their prices are set out in the attached quote. All prices GST inclusive (if applicable) and include the cost of providing the supports.

Responsibilities of Rehabhire

Rehabhire agrees to:

- Review the provision of supports, to ensure they meet requirements
- Once agreed, provide supports that meet the participant's needs at the participant's preferred times
- Communicate openly and honestly in a timely manner
- Treat the participant with courtesy and respect
- Consult the participant on decisions about how supports are provided
- Listen to the participant's feedback and resolve problems quickly
- Give the participant the required notice if the provider needs to end the service agreement (see 'Ending this Service Agreement' below for more information)
- Protect the participant's privacy and confidential information
- Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law; keep accurate records on the supports provided to the participant, and
- Issue regular invoices and statements of the supports delivered to the participant.

Responsibilities of the Participant

Comment: Providers may want to consider what additional responsibilities a participant may have. Some might include: policy regarding participant change of circumstance, obligation of participant to pay and/or acknowledge supply of support, and compliance with provider policies.

The Participant agrees to:

- Inform Rehabhire about how they wish the supports to be delivered to meet their needs
- Treat Rehabhire with courtesy and respect
- Talk to Rehabhire if they have any concerns about the supports being provided
- Give Rehabhire the required notice if they need to end the service agreement (see 'Ending this Service Agreement' below for more information), and
- Let Rehabhire know immediately if their NDIS plan is suspended or replaced by a new NDIS plan or they stop being a participant in the NDIS
- Advise Rehabhire if there are any changes, including their contact details, support worker contact details, plan management details.

Payments

Rehabhire will seek payment for their provision of supports as follows:

1. Self-Managed Participants

Payment by credit card is required (VISA or MasterCard) or EFT (Electronic Funds Transfer) for

a. Hire

An initial charge of two weeks plus delivery fees will be deducted from the nominated credit card prior to delivery of hire equipment. Or an invoice for EFT payment will be sent to the participant for payment of initial charge of two weeks plus delivery fees prior to delivery of hire equipment. Invoices will be issued every 2 weeks thereafter until advised that equipment is no longer required.

b. Purchase

Minimum 50% deposit at the time of order and full payment required prior to order being delivered.

...Payments

2. Plan Managed Participants:

a. Hire

Written confirmation from the plan manager that the participant has sufficient funds in their plan to cover the hire costs and plan manager's billing information prior to order being processed and delivered. Invoice will be sent to the plan manager with net 30 days term from date of invoice.

b. Purchase

Invoice to be sent to plan manager for payment prior to order being processed and delivered.

3. NDIA Managed

a. Hire

i. Rehabhire will complete a service booking through the NDIS Myplace Portal prior to order being processed and delivered. Payment request will be submitted against the service booking on a 4 weekly basis or for the hire period if less than 4 weeks.

ii. Where quote is required for NDIA approval, NDIA completed service booking is required prior to order being processed and delivered.

b. Purchase

i. Rehabhire will complete a service booking through the NDIS Myplace Portal prior to order being processed and delivered.

ii. Where quote is required for NDIA approval, NDIA completed service booking is required prior to order being processed and delivered.

Changes to this Service Agreement

If changes to the supports or their delivery are required, the parties agree to discuss and review this service agreement. The parties agree that any changes to this service agreement will be in writing, signed, and dated by the parties.

- The participant's NDIS plan is expected to remain in effect during the period the supports are provided; and
- The participant will immediately notify the provider if their NDIS plan is replaced by a new plan or the participant stops being a participant in the NDIS.

Ending this Service Agreement

Should either party wish to end this service agreement they must give 7 business days notice.

Feedback, Complaints, and Disputes

Rehabhire is committed to handling complaints in a fair and prompt manner and corrective actions are completed in a timely manner.

If the participant wishes to give the provider feedback, they can talk to one of our customer service representatives by calling 03 9646 7200; by sending an email to contact@rehabhire.com.au; by writing to us at 310 Lorimer Street Port Melbourne Victoria 3207; or by contacting us via our website at www.rehabhire.com.au/contact-us/.

If the participant is not happy with the provision of supports and wishes to make a complaint, they can talk to one of our customer service representatives by calling 03 9646 7200; by sending an email to contact@rehabhire.com.au; by writing to us at 310 Lorimer Street Port Melbourne Victoria 3207; or by contacting us via our website at www.rehabhire.com.au/contact-us/.

If the participant is not satisfied with our complaints resolution, they can contact the National Disability Insurance Agency by calling 1800 800 110; visit one of their offices in person; or visit their website at ndis.gov.au for further information.

For more information about our Feedback and Complaints Management Policy, please visit our website at www.rehabhire.com.au.

Incident Management

Rehabhire has established an incident management system that identifies, assesses, manages, and resolve incidents and meets the requirements of the NDIS Commission. This includes an incident register and reporting mechanism.

All of our workers are trained in, aware of, and comply with the required procedures in relation to incident management i.e. identifying reportable incidents, completing incident forms, and following relevant procedures such as responding in an emergency and reporting incidents to the NDIS Commission. For more information about our Incident Management Policy, please visit our website at www.rehabhire.com.au.

Privacy

The Rehabhire Privacy Policy ensures we protect and handle personal information in accordance with the NDIS and relevant privacy legislation. We acknowledge an individual's right to privacy while recognising that personal information is required to be collected, maintained, and administered in order to provide a safe working environment and a high standard of quality.

The information we collect is used to provide services to participants in a safe and healthy environment with individual requirements to meet duty of care obligations, to initiate appropriate referrals, and to conduct business activities to support those services.

For more information about our Privacy Policy, please visit our website at www.rehabhire.com.au.

Agreement Signatures

Both parties have read the above information and understand these conditions.

Participant:

Rehabhire representative:

or

Representative:

Signature:

Signature:

Date:

Date: